

MATTINGLY, STANGER & MALUR, P.C.

JOHN R. MATTINGLY*
DANIEL J. STANGER
SHRINATH MALUR*

GENE W. STOCKMAN
Of Counsel

JEFFREY M. KETCHUM
SCOTT W. BRICKNER
Registered Patent Agents

* Bar Membership Other Than Virginia

ATTORNEYS AT LAW

104 EAST HUME AVENUE
ALEXANDRIA, VIRGINIA 22301

(703) 684-1120

PATENT, TRADEMARK
AND COPYRIGHT LAW

FACSIMILE (703) 684-1157

Date: March 8, 2001

Attorney Docket No. H-970

To: Assistant Commissioner for Patents
Washington, D.C. 20231

Sir: Transmitted herewith for filing is the patent application of:

Inventor: M. KAN et al (SEE ATTACHED)

For:
CUSTOMER SERVICE METHOD AND APPARATUS

Enclosed are:



13 Sheets of Drawings



This application is being filed without an executed Declaration.



Priority is claimed from Japanese Application No. 2000-067549
filed March 10, 2000 ☒ A certified copy is attached herewith.



Copies of the disclosure documents listed on the attached PTO 1449 form and
☒ discussed in the specification or ☒ attached Information Disclosure Statement.



A verified statement to establish small entity status under 37 CFR 1.9 and 1.27.



Specification: Abstract X, Description 29 pages; and 28 claim(s).



Preliminary Amendment.



Executed Declaration.

The filing fee is calculated as shown below:

Small Entity

Large Entity

For:	No. Filed	No. Extra
Basic Fee		
Total Claims	28 - 20 = *	8
Indep Claims	6 - 3 = *	3
<input type="checkbox"/> Multiple Dependent Claim (s)		

* If difference is less than zero
then enter '0' in second column

Rate	Fee
	\$ 355
x 9	\$
x 40	\$
+ 135	\$
Total	\$

OR

Rate	Fee
	\$ 710
x 18	\$ 144
x 80	\$ 240
+ 270	\$ 0
Total	\$ 1,094



A check in the amount of \$ 1,094.00 is enclosed for the filing fee.



The Commissioner is hereby authorized to charge any additional fees that may be required to
Deposit Account No. 50-1417.

Respectfully Submitted,

By:

John R. Mattingly

Registration No. 30,293